

# CASE STUDY

## Facility Solutions Group



**CLIENT:** FACILITY SOLUTIONS GROUP

**CHALLENGE:** FSG wanted to adopt standardized methods for handling documents across several company branches. They needed an inventory tracking system to ensure they were not accidentally releasing products before they were approved.

**SOLUTION:** Procore standardized the company's document handling procedures and consolidated the data for every branch. Procore has allowed them to create a detailed list of billable materials. Each item can be marked as approved, unapproved, or rejected.



Founded in 1986, FSG is a full-service electrical subcontractor with locations in multiple states. The company provides commercial electrical construction, lighting retrofits, and data cable installation.

According to Deon, Director of Construction Development, FSG chose Procore primarily because of its breadth of features and user friendliness. Deon supports all of the technology solutions that FSG adopts throughout their various construction departments.

The company investigated several applications to manage documents used at the job site. They came to the conclusion that no other software matched Procore's feature set. "I began interviewing four or five different companies," said Deon. "But kept asking myself if I was going to continue looking, because Procore seemed to do everything that we needed."

"I'll tell you something pretty cool that happened when I was dealing with one of our construction managers and division managers," Deon beamed. "We opened up one job and let them start using Procore. As we were going through that process, I was staying in touch with them asking how it was working. Our construction manager said, 'Deon, listen, if FSG chooses not to go with Procore, we're going to go with Procore as a branch.' That was a huge deciding factor for me as we were evaluating the package. I just saw their excitement. They had used a few other packages and struggled with them. They were excited to have Procore."



## FLEXIBILITY AND EASE-OF-USE

FSG appreciates Procore's uniform user interface. "It has a very robust document management solution. It is consistent from tool to tool and understands that FSG has twenty branches from coast to coast." Over 100 project managers and supporting staff with different technological backgrounds were all able to use Procore with minimal training. "Procore, with its ease of use, definitely became our go-to solution," said Deon. "It was something we felt like we could deploy to the variety of personnel we have."

Because of how widespread FSG is geographically, they preferred to implement a cloud-based project management system, where they wouldn't need IT on the ground setting up servers and install-based software in each location. Instead, with Procore, documents added to Procore are made instantly available to field staff on job sites nationwide. Additionally, Procore's flexible permissions and user privileges allow FSG to grant access on a job-by-job basis. Procore's permission templates remove the need to manually set access levels for each individual user.

"Most feedback from our management staff, project managers, and superintendents regards Procore's ease of use," Deon said. "We're able to streamline all the information and track the activities going on." FSG's project managers, superintendents, and foremen all use Procore for iPad and Android out in the field. They find themselves using the Submittals, Punch List, RFI, Photos, Drawing and Meeting Minutes Tools. "I love the Meeting Minutes Tool," said Deon.

FSG thinks the investment in Procore has resulted in consistent, standardized practices across all of the company's branches. Prior to adopting Procore, each branch handled document management differently. "Consistency was a real struggle for us," said Deon. "With Procore, it's no longer a struggle. Those other items that you would almost call intangible are very tangible to us. Again, Procore is a win-win for us on all fronts."

Standardization has also resulted in a reduction of errors. "Keeping files updated and making sure that our guys are working on the most recent, up-to-date information has been a huge win for us by reducing unnecessary costs."



## EASY IMPLEMENTATION

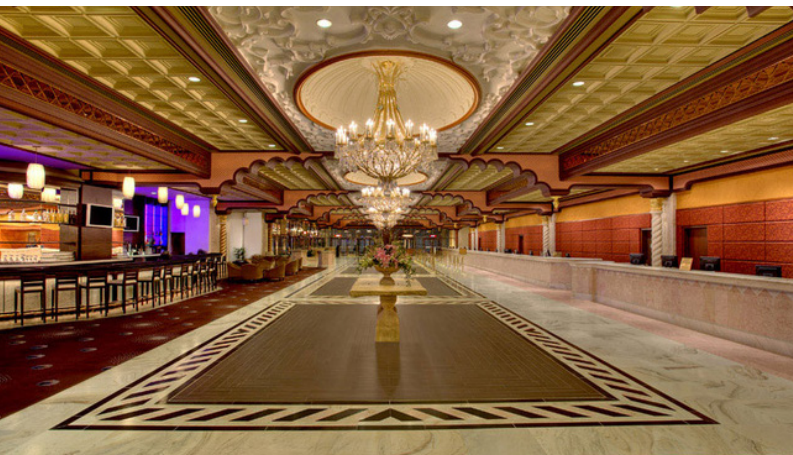
“We did a controlled implementation on a branch-by-branch basis and pulled the personnel into a meeting. In a matter of about two hours, we were able to teach employees the core functionality of Procore,” Deon said. “I was expecting quite a few phone calls and back-to-back meetings when the training session was over, but I have had little to no pushback and have heard very few questions or problems that people encountered once they were trained.”

The company’s CEO asked Deon if they needed to bring on additional support personnel to assist Procore with implementing and training employees. Deon recommended waiting to see how the different branches responded to the new software. Lo and behold, over the last year Deon has had less than ten requests for a meeting from people having difficulty implementing or using Procore. That means 60 to 80 project managers and their support staff—well over 200 people—are currently using Procore with very few issues.

Deon expressed that Procore was well received, even by employees who were not so technologically advanced. “I refer to those of us who have been in the trade for 30 plus years--the group where you typically see the most resistance. The Dallas

manager who runs our hospital group and a project executive at our Houston branch said to me a month after we deployed, ‘You know, when you first came in, I thought to myself, here we go again, another one of these packages.’ He had had bad experiences with past document management platforms. Later, he told me he was surprised because Procore worked. He said it was easy to use and easy to get his people on board with it where they could actually pick it up and start using it immediately.”

“The Houston project executive was one of the ones I was most concerned about. He had a lot of sway in that branch. I found myself in a meeting with the project managers down there a few months after we deployed. He was reprimanding some of the younger guys who hadn’t started using Procore because he said it was such a robust tool and easy to use. We’ve had a very good experience with that.”



## PROCORE'S CUSTOMER SUPPORT

As the company's point of contact when any issues arise, Deon remarks that FSG enjoys interacting with Procore's support team. He said that he is pleased with the level of support that Procore offers. "Every time that I've called, I've always gotten a prompt response and almost every time I've gotten the answer I was looking for." There were a few things that required enhancement on Procore's part, and in those cases, Procore worked closely with FSG's team to implement user-configured tools.

FSG also asked Procore's support team to implement custom tools to manage the storage and workflow of their safety documentation. FSG is now using those tools on a daily basis. Procore is working to integrate the Commitments Tool with the Submittals Tool to allow FSG to better create a detailed list of billable materials, and once that's up, FSG will be able to track individual items and ensure they are only released after proper approval.

## WOULD FSG RECOMMEND PROCORE?

"Absolutely. I've already done that," Deon proclaimed. "I've shared our experience with a couple of different people. I share how easy, robust, and flexible Procore is and explained all of the attributes of the software. With a prospective Procore client in San Diego, I told him about our experience with Procore and I think by the time we were done, he was ready to sign his name on the dotted line."

“ *With its ease of use, Procore became our go-to solution. It was something we felt like we could deploy to the variety of personnel we have.* ”



Deon Snider  
Director of Construction Development

# Everything on One Powerful Platform.

Procore offers the most comprehensive construction platform, combining drawing, financial and quality management into one application. We've put the power of complete construction management into your hands with a mobile solution that keeps everyone in sync. Build collaboration from bidding to closeout with unlimited users, implementation assistance, online training, and unmatched customer support.

**Let your drawings take the lead, while efficiency, productivity, and faster building times follow.**

